

# Technology in a Small to Medium Sized Public Library: Baldwin City Library

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Emporia State University

# Overview

- Introduction
- IT staff
- Hardware
- Software
- Internet
- Website
- Library size
- Questions

# Introduction



# Library IT Staff

- Claudia IS the internal IT staff because...
  - No one else really wants to learn it because it is a small staff.
  - Everybody else has their job and there is not a lot of time to learn.
- As Claudia states, “Each [staff] has their own job that they know well, and there's not enough time to take on more. Also, there's a lack of interest.”
  - “I don't have time” is one of the six regular protests for librarians, as discussed by Greenhill (2009), concerning librarians learning new technologies

# Learning about Technology

- NEKLS Workshops
  - Final Friday Tech Work Days
  - Tech Days
- NEKLS in-house staff training



# Computer Use

Claudia observed that patrons are coming in to the library to...

- email,
- play games,
- use the wireless connection, and
- use a word processor.



# Patron Computers

- 9-10 patron PCs
- One wireless PC
- One wireless catalog PC
- Patrons can bring their own laptops
- Influence of recession
- Deep Freeze software used for PC security

# Computer Upgrade

- Baldwin City Public Library replaced nine to ten PCs, all Dells, through NEKLS
  - Claudia tries to do a total upgrade every three to four years
- Computers just replaced in February 2009
  - Despite the upgrade, they stayed with Windows XP because patrons are more comfortable with XP



# Internal Server



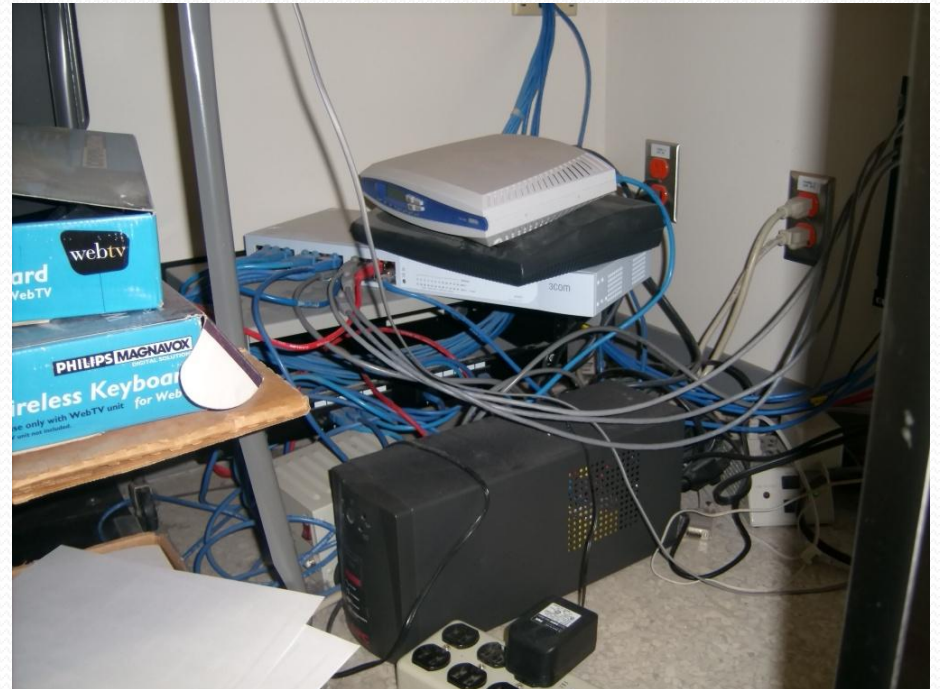
- There is no internal server at Baldwin City Public Library
- Did have a Dell Server for ten years
- Finally went to web-based system in February 2009

# Library's Internet Speed

- Currently...
  - Running at 768
  - Upon upgrading, Claudia wants to divide the bandwidth in half, with patrons receiving one part, and the library system receiving the other part
- Planning...
  - On installing a dual T1 line to run a T3 connection
  - Reason being they need more bandwidth to run their new web-based system

# Networking

- All wiring comes through a rack and then goes through a 24-port network switch
- Wireless
  - Added one year ago
  - Added to meet connection standards
  - Surprisingly popular



# Filtering & ILS

- Law requires filtering for funds
- Filtering external at NEKLS
- New NEKLS NExpress online system
- KOHA Open Source

The logo for NEExpress features the letters 'NE' in a large, blue, serif font. The 'E' is stylized with a red outline. To the right of 'NE', the word 'Express' is written in a red, italicized, serif font. Below the 'Express' text are three horizontal blue lines.

# Software Used

 *koha*



FARONICS  
**DEEPFREEZE™**  
ABSOLUTE System Integrity



  
Microsoft®  
**Windows™ xp**

  
**OpenOffice.org**

# Open Source

- Claudia cited the following advantages to using open source software...
  - Koha is “always getting better” as it’s updated frequently.
  - Open Office allows them to provide word processing and office productivity software on *every* computer.
  - WordPress gives them more control of their website.

# Past Digitization Project

- Invested in DocuWare 5-6 years ago
- Digitizing unique historical documents
- Search engine never worked
- Withdrew about a year ago
  - Too expensive/inadequate



# Website Overview

- Website address:  
<http://www.baldwincitylibrary.org/>
- Part of Kansas Library on the Web (KLOW), which is hosted by Northeast Kansas Library Systems(NEKLS)
- Run WordPress 2.7

The screenshot shows the Baldwin City Library website homepage. At the top, there is a navigation menu with links for HOME, CHILDREN, FAQ'S, LINKS, NEWS, BOARD OF TRUSTEES, and FRIENDS. Below the menu is the library's name, "Baldwin City Library", followed by its address (800 7th Street • Baldwin City, KS 66006), phone number (785-594-3411), and email address (baldwinpl@baldwin.lib.ks.us). A red arrow points to the contact information, with a blue box containing the text: "Please notice phone number, address, and email in prominent position on main page." Below the contact information is a photograph of the library building. A blue box with a red arrow points to the photo, containing the text: "Library hours also in plain sight". To the left of the photo is a "Library Events" calendar for July 2009. To the right is a "Welcome to the most friendly library" section with a paragraph of text, an "NExpress News" section, and a "Library Hours" section. The "Library Hours" section lists hours for Monday through Saturday, and notes it is closed on Sunday. A blue box with a red arrow points to the "Library Hours" section, containing the text: "Library hours also in plain sight". At the bottom right, there is a search bar with the "NExpress" logo and the text "Search the Catalog". Below the search bar is a small photograph of the library's interior bookshelves.

HOME | CHILDREN | FAQ'S | LINKS | NEWS | BOARD OF TRUSTEES | FRIENDS

## Baldwin City Library

800 7th Street • Baldwin City, KS 66006 • Phone: 785-594-3411 • E-mail: [baldwinpl@baldwin.lib.ks.us](mailto:baldwinpl@baldwin.lib.ks.us)

Please notice phone number, address, and email in prominent position on main page.

Library hours also in plain sight

### Library Events

July 2009

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

### Welcome to the most friendly library

The Baldwin City Public Library has a great selection of books, magazines, multimedia (videos and DVDs too!) and programs for all ages with helpful staff to assist you. If we don't have what you want, we can probably find it for you through interlibrary loan.

#### NExpress News

NExpress is a partnership of 19 libraries in the Northeast Kansas Library System stretching from Atchison to Ottawa, from Silver Lake to Bonner Springs. On February 16, 2009, Baldwin City Library joined NExpress.

*What does this mean for you?* This means that no matter which one of these libraries you walk into you will have your pick from a collection of more than 400,000 library items! The NExpress shared catalog is made possible by the open source software Koha ZOOM. This allows you to see a history of the items you have checked out, keep lists of your own searches and requests, and easily get materials from other NExpress libraries.

#### Current NExpress Libraries:

- Atchison Public Library
- Baldwin City Public Library**
- Basehor Community Library
- Bonner Springs City Library
- Carbondale City Library
- Centralia Community Library

### Library Hours

Monday 9 to 9  
Tuesday 9 to 5  
Wednesday 9 to 9  
*Storytime with Wendy at 10:00am.*  
Thursday 9 to 5  
Friday 9 to 5  
Saturday 9 to 12  
Closed on Sunday

Search the Catalog



# Website Creation

- Library website was created through NEKLS for...
  - More support
  - More control over content
  - Ease of updating website
- Website was previously maintained through a third party webmaster; however, Claudia felt the above reasons are why they switched to the NEKLS host

# Website Maintenance

- Claudia Gillentine does all the updating of the Baldwin City Public Library's website
- Claudia was once the help desk technology person at Baker University in Baldwin City, so it seemed a natural fit to take up the public library's technology issues
- No one else is really interested in technology so Claudia is not sure what will happen when she retires

# Small Size

- Possible limitations
  - No training programs
  - No Web 2.0 presence
  - No accessibility or usability training
- Making the most of their budget
  - Weighing cost against perceived utility
  - Open Source

**Questions?**  
**Comments?**

# Presentation Handout

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### Hardware

Baldwin City Library...

- has 10 Dell PCs for staff and public use;
- has 1 wireless laptop for patrons to checkout;
- replaced all of their PCs in February 2009;
- plans to upgrade all of their PCs every 3-4 years;
- and does not have an internal server.

"With the recession, folks are cutting their internet service. When people get in dire straits like that, libraries become more important."

- Claudia Gillentine

### Internet Connection & Networking

Baldwin City Library...

- currently has an internet speed of 7.68;
- needs more bandwidth to support their web-based ILS;
- plans to install a dual T1 line; and
- ultimately wants a T3 connection.

### Website

Baldwin City Library's website...

- is located at <http://www.baldwincitylibrary.org/>;
- is hosted by Kansas Libraries on the Web (KLOW);
- runs on WordPress 2.6;
- will soon be updated to WordPress 2.7;
- is supported by the Northeast Kansas Library System (NEKLS); and
- is maintained by library staff.



### Software

Baldwin City Library uses...

- Windows XP as its operating system;
- Koha as its Integrated Library System (ILS);
- Open Office for office productivity;
- WordPress for web development; and
- Deep Freeze for PC security.